

## U.S. General Services Administration (GSA)

### PRESIDENTIAL TRANSITION KEY ISSUES INFORMATION PAPER

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**SUBJECT:** *Creating a “Third Service” for GSA to help agencies implement technology that allows them to better serve the public*

#### 1. BACKGROUND:

In May 2016, Administrator Roth announced the creation of the [Technology Transformation Service](#) (TTS) to dramatically improve the public’s experience with the government by helping agencies build, buy, and share technology that allows them to better serve the public. TTS units include the Office of Products and Programs (OPP), the Presidential Innovation Fellows (PIF), the Office of Acquisition, the Office of Investments, and the Office of 18F. Since their founding, these programs have been providing leading-edge digital services and technology expertise to the federal government. This new service formalizes GSA’s role in helping agencies design and deliver smarter, better, and faster digital services.

TTS includes the following important programs:

- The **Presidential Innovation Fellows (PIF)** is a highly competitive program that pairs talented technologists from the private sector and academia with civil-servants working at the highest levels of the federal government to tackle some of our nation’s biggest challenges.
- **18F** uses human-centered design, agile methods, and open source software to help federal agencies buy, build, and share efficient and easy-to-use digital services and emerging technologies. A team of 200 technology experts work in a reimbursable manner on key IT modernization projects that solve partner agency mission objectives.
- The **Federal Risk and Authorization Management Program (FedRAMP)** is a government-wide program that provides a standardized approach to security assessment, authorization, and continuous monitoring for cloud products and services. FedRAMP certification accelerates the adoption of cloud solutions for federal agencies and saves cost, time, and staff needed for redundant assessments.
- Government-wide site development and operations such as **USA.gov**, **GobiernoUSA.gov**, and **kids.gov**, which are visited by 24 million users a year.
- A **government-wide call center** that receives 700,000 inquiries a year.
- Key platforms for innovation and open data, including:
  - **Data.gov** is a catalog of hundreds of thousands of datasets and thousands of APIs;
  - **Challenge.gov** allows government to find crowdsourced solutions by running approximately 100 challenges per year;

- The **Digital Analytics Program** is a central, shared web analytics service for federal agencies collecting web traffic from around 400 government domains, across about 5,000 total websites. Data from the program is shared publicly at **Analytics.USA.gov**.
- **Cloud.gov** is a cloud-hosting product line for federal teams. It handles the shared technical requirements common to all federal government systems, so that teams can skip a large amount of repetitive work and instead focus on delivering quality products.
- **Login.gov** is a collaboration between TTS and FAS Office of Integrated Technology Service (ITS) to operationalize a digital Consumer Identity Service to enable all government agencies to provide online services to consumers using digital consumer identities. This will create a consistent user experience across services with greater security, usability, privacy, and efficiency.

TTS's work extends far beyond the General Services Administration and reverberates across organizational and geographical boundaries. Additionally, TTS products have been used or re-used by most of our partner federal agencies, as well as state, local, county, and tribal governments. The work is often heralded by the White House, Congress, and the media for its profound impact and high-visibility. The organization is driven by an incredible determination to deliver successful products and a laser-like focus on the public's experience with government.

- a. Issues: The launch of TTS has necessitated ongoing and complex coordination with GSA's other technology offerings such as the Office of Integrated Technology Services within the Federal Acquisition Service (FAS), GSA IT and the Office of Government-wide Policy (OGP) to ensure clear lanes of authority, 'one' GSA voice to customers and industry, and adherence to IT policy and procedures.

TTS leads GSA in incubating new technology and new contracting vehicles to procure emerging technology products and services. This incubation involves CIO oversight and policy coordination with GSA IT. When government-wide contracting vehicles are involved, TTS is supported by contracting officers from FAS.

## 2. SCOPE AND EFFECT:

- a. Impact on GSA's Customers:
  - Helps transform the way customers build, buy, and share technology to increase customer's mission impact, attain savings / avoid costs, and improve the public's experience.
  - Absorb "first mover risk" so other agencies feel comfortable adopting new technology principles such as DevOps, agile delivery, modular procurement, and user centered design.
  - Expands GSA's customer base to include agencies that may not have otherwise engaged with GSA.
  - Inspires other federal agencies to create their own digital service teams, and serves as a model for how those teams can operate.

- Helps agencies hire technology and digital services talent through the Recruitment as a Service model.

b. Impact on the Private Sector and State & Local Governments:

- The Office of 18F and Office of Acquisitions are authorized to provide services to state and local governments under the Intergovernmental Cooperation Act, which paves the way for a new customer base where TTS may further have a positive influence and impact on government technology and intragovernmental reuse of open source software solutions.
- Both the Office of Acquisitions and the Office of Products and Programs' FedRAMP program have been hailed by Government Accountability Office (GAO) for successfully expanding opportunities for nontraditional businesses.
- The Office of Products and Programs' Data Portfolio is a highly visible program, often included in Executive Plans and Memos from the White House, the Office of Management and Budget (OMB), and the Office of Science and Technology Policy (OSTP).
- Inspires other state, local, and national governments to create their own digital service teams and procurement products, and provides a model for how those teams can operate.

### **3. ACTION(S) PLANNED OR REQUIRED:**

TTS Office of Operations order currently getting approval consolidates portions of Business Management, Governance and Compliance, and Talent for efficiency and to mature business processes. Estimated to be signed October 2016.

### **4. KEY STAKEHOLDER INTEREST:**

The launch of the TTS has been of interest to Congress. The House of Representatives Subcommittee on Government Operations and Subcommittee on Information Technology conducted a hearing "[18F and U.S. Digital Service Oversight](#)" on June 10, 2016. The purposes of the hearing were to examine the roles of the Office of 18F and US Digital Service (USDS) in providing IT services to federal agencies, to evaluate how closely they adhere to their original purpose, and to explore how they protect against overlap and duplication, measure results, and interact with agency CIOs.

GAO released "[DIGITAL SERVICE PROGRAMS Assessing Results and Coordinating with Chief Information Officers Can Improve Delivery of Federal Projects](#)" in September 2016.

GSA's Office of Inspector General released an evaluation of 18F in October 2016 with findings and recommendations to be addressed by GSA.

### **5. FISCAL YEAR 2017/2018 BUDGET IMPACT:**

The Federal Citizen Services Fund is anticipating a steady appropriation in FY17. The House and Senate mark-ups leave FY17 funding at FY16 levels.

The portions of TTS that operate using the Acquisition Services Fund (ASF) are required to have a plan for full cost recovery.

GSA's Office of the Chief Financial Officer, in conjunction with Ernst and Young, provided a review and analysis, "[TTS 18F Reimbursable Risk and Control Identification](#)" in September 2016. TTS is actively working on a corrective action plan that should be available in October 2016.